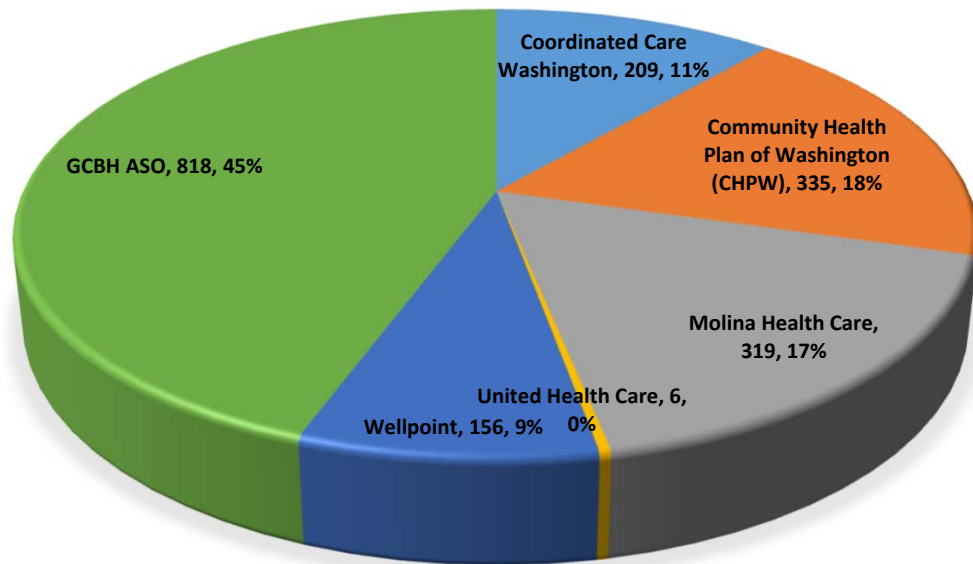


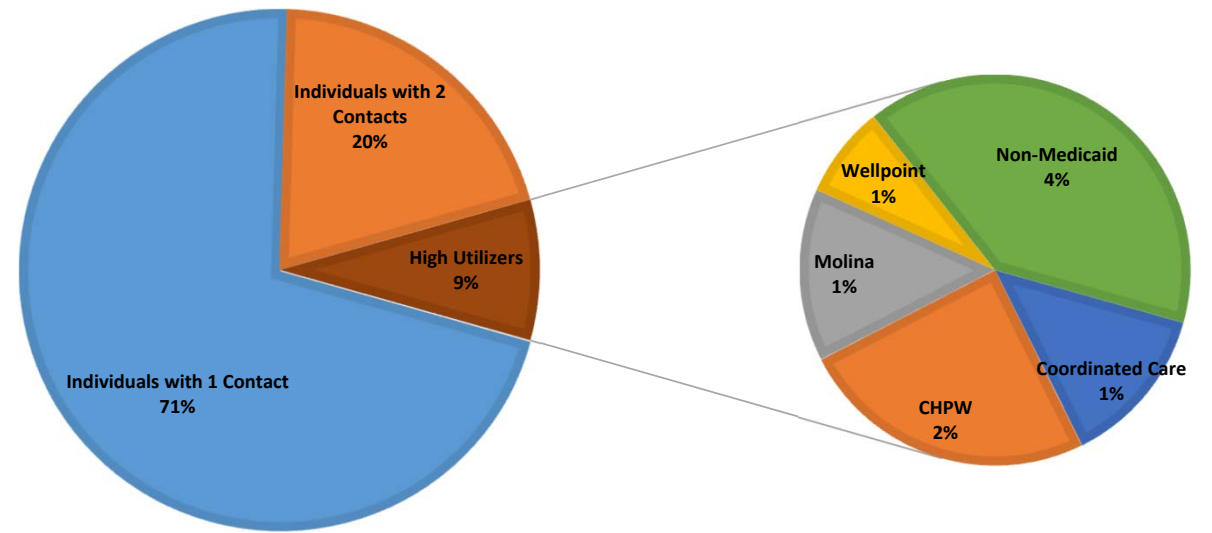
Greater Columbia Behavioral Health (GCBH) Crisis Data Dashboard

January 2025

CRISIS CONTACTS BY MANAGED CARE ORGANIZATION



INDIVIDUAL CRISIS CONTACTS



■ Individuals with 1 Contact ■ Individuals with 2 Contacts ■ Coordinated Care ■ CHPW ■ Molina ■ Wellpoint ■ Non-Medicaid

Month-Over-Month Metrics

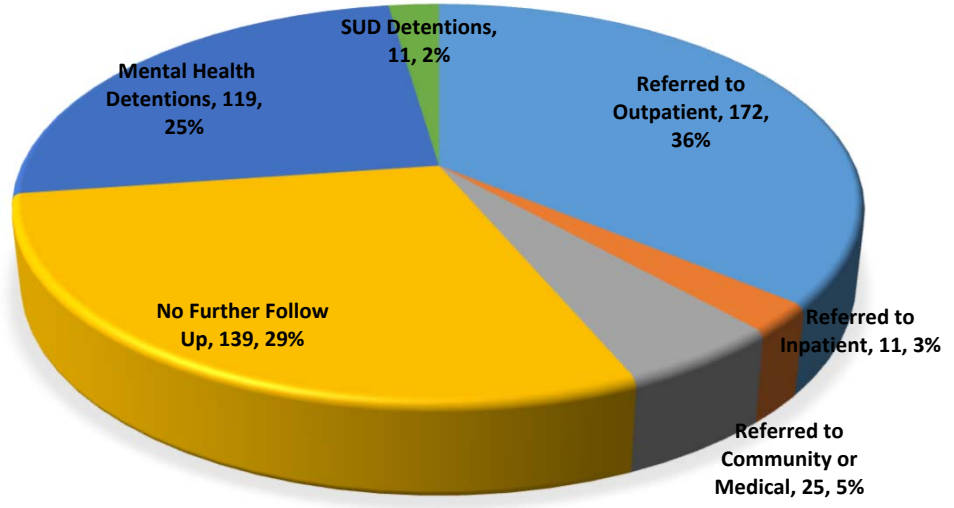
	December	January
Crisis Log Contacts	1964	1843
Unduplicated Individuals	1250	1201
Mobile Outreach Services	826	852
Avg. DCR Response Time (Target less than 120 min)	55	49
ITA Investigations	641	562
Crisis Hotline Calls	2092	2090
Percent of Calls Answered in 30 seconds (Target 90% or more)	97.9%	98.6%
Percent of Calls Abandoned (Target 5% or less)	0.1%	0.0%

Definitions

Abandoned Call:	An incoming call not ended before 30 seconds, but ended after 30 seconds before receiving a live answer.
Crisis Log Contact:	Any contact an individual has with a clinician, in person or telephonically, where crisis services were provided.
DCR:	Designated Crisis Responder - a person authorized to perform civil commitment duties
High Utilitizer:	An individual with 3 or more crisis contacts in one month
ITA:	Short for Involuntary Treatment Act: A law in Washington State that allows anyone 13 and older who meets criteria to be placed in a psychiatric hospital to be evaluated for involuntary commitment to an inpatient treatment center.
ITA Investigation:	An individual is evaluated by a DCR to determine if they should be civilly committed to a facility in accordance with the Involuntary Treatment Act
Unduplicated Individuals:	Unique individuals who had a crisis contact. If an individual had multiple contacts, they're only counted once.

Crisis Hotline Calls 2090	Percent of Calls Answered in 30 seconds (Target 90% or more)	98.6%	Total Crisis Log Contacts	Mobile Outreach Services	852
			1843	Average DCR Response Time (Target less than 120 min)	49
	Percent of Calls Abandoned (Target 5% or less)	0.0%	Unduplicated Individuals	ITA Investigations	562
			1201		

ITA INVESTIGATION OUTCOMES



Crisis Contacts by County

